

MCP SERVER

NO CODE

CLOUD HOSTED

# Dialpad MCP for AI Agents

## Manage Office SMS and Review Call Logs from Chat

Dialpad gives your AI agent full control over business communications. Send office SMS messages directly from chat, manage team contacts in real time, track detailed call logs, and update agent availability status instantly.

**A+** Quality Score 100/100

telephony

voip

sms-messaging

call-analytics

presence-management



# The connectivity layer between AI and the world's software.



Vinkius sits between AI and every application. All communication passes through Vinkius Cloud via the Model Context Protocol (MCP) — with governance, observability, and security at every layer.

# Your AI Connections Run Through Vinkius Cloud

The world's largest  
managed MCP catalog

Vinkius is the connectivity layer where AI connects to the software your business already runs. We handle the hosting, the security, the credentials, the uptime — you get agents that actually do things.

We operate the world's largest managed MCP catalog. Major SaaS platforms, CRMs, databases, and cloud providers — running, monitored, production-ready. This MCP server is hosted and maintained by the Vinkius Cloud for AI Agents.

*The agent doesn't manage credentials, doesn't manage uptime, doesn't manage security. Vinkius does.*

— Architecture principle

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## Four Pillars of the Vinkius Runtime

### 01 — Security by design

Credentials stay encrypted at rest via AES-256. The AI agent never touches raw keys — they're injected into a sandboxed V8 isolate at runtime. Actions are logged, and connections have an emergency kill switch.

### 03 — Deterministic observability

Eight immutable metrics per endpoint: request volume, p95 latency, error rate, active connections, cost attribution. A live payload feed logs every tool call with mutation detection.

### 02 — Built on MCP Fusion

This MCP server was built with **MCP Fusion**, the open-source framework (Apache 2.0) that powers the entire Vinkius catalog. Schema-as-firewall strips undeclared fields, compiled PII redaction runs at zero overhead, and cryptographic lockfiles produce git-diffable audit trails.

### 04 — Autonomous operations

Servers are deployed, monitored, and patched autonomously. New capabilities and security patches ship weekly. Zero-downtime deployments ensure continuous availability across all managed MCP servers.

**AES-256**

Encryption at rest

**Ed25519**

PKI vault signatures

**24h TTL**

Ephemeral session keys

**V8 Isolate**

Sandboxed execution

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## One Token. Instant Access.

Every MCP server on Vinkius is accessed through a **Connection Token**. Tokens are generated in the cloud dashboard and produce a unique MCP endpoint URL. Paste this URL into any MCP-compatible client — no SDK required.

A single token can serve **multiple AI clients simultaneously**, or you can issue separate tokens per client for granular access control. Each token tracks its own request count, last activity timestamp, and can be individually enabled or revoked.

MCP ENDPOINT

`https://edge.vinkius.com/{token}/mcp`

Claude



Cursor



VS Code



Windsurf



Grok



Gemini

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## Security Is the Architecture

Security in Vinkius is not a feature — it's the foundation of the runtime. The gateway enforces multiple independent protection layers between AI agents and third-party APIs.

**01 — Ed25519 PKI Vault**

Every workspace has an Ed25519 Master Key. Session keys are generated ephemerally (24h TTL) and signed by the Master Key. Credentials never leave the vault boundary.

**02 — V8 Isolate Sandboxing**

Tool code runs inside isolated-vm V8 isolates with 64 MB memory caps and per-request timeouts. No filesystem access, no network access except through the SSRF-guarded fetch bridge.

**03 — SSRF Guard**

All outbound HTTP requests are DNS-resolved and validated before execution. Private IP ranges (10.x, 172.16-31.x, 192.168.x, AWS metadata 169.254.x) are blocked at the network layer.

**05 — Cryptographic Audit Trail**

Every request is signed into a SHA-256 hash chain with Ed25519 signatures. Events form a tamper-proof, SIEM-exportable forensic record.

**04 — DLP & PII Redaction**

A ResponseGuard pipeline intercepts every tool response. Configurable redaction patterns strip sensitive fields (emails, SSNs, card numbers) before data reaches the AI agent.

**06 — Honeypot Trap System**

Phantom credentials are injected into isolated environments. If a honeypot is used outside Vinkius infrastructure, the server is quarantined instantly.

## Emergency Kill Switch

EU AI Act Art. 14(1)  
Compliant

The kill switch is an **emergency halt** mechanism — not a simple toggle. When triggered, it executes three actions atomically:

**01 — Server deactivated**

The MCP server is immediately taken offline across the entire cluster.

**02 — All tokens revoked**

Every connection token is invalidated. Total lockout — reconnection blocked until new tokens are issued.

**03 — WebSocket connections killed**

Active connections terminated via Redis pubsub broadcast. Propagates to every runtime node in the cluster.

## Full Visibility. Zero Guesswork.

The Vinkius cloud dashboard includes a full MCP Governance suite — real-time analytics and security controls for production AI operations.

**Control Plane**

KPI dashboard with request volume, latency, success rate, token consumption, and AI-generated operational briefings.

**FinOps**

Cost tracking per tool, payload compression savings, budget optimization signals, and consumption trends.

**Firewall & DLP**

PII redaction activity, sensitive data protection counters, and security event timeline.

**Agent Activity**

Which AI clients are connecting, how often, and what they're doing — real-time session tracking.

**Tool Health**

Slowest and most error-prone tools, with actionable root-cause insights and performance baselines.

**Incident Log**

Error trends, failure rates, status-code breakdowns, and forensic audit trail access.

Get started at [cloud.vinkius.com](https://cloud.vinkius.com) — connect your AI agent in under 60 seconds.

# Dialpad MCP

10 tools available

Cloud-hosted on Vinkius

This MCP connects your AI client to Dialpad's cloud communication platform, letting you handle enterprise telephony right where you work. Your agent can send outbound business texts to any number and pull accurate records of who is on the team or what departments exist in your IVR structure. Need to check call history? You can retrieve real-time logs detailing missed calls, rejected rings, and answered connections. If a user's status needs changing—say, they go into lunch—your agent updates that presence marker instantly. When you connect this MCP through the Vinkius catalog, your AI client gains direct access to these tools, turning complex communication tasks into simple conversations.

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## Core Capabilities

### 01 — Sending Business SMS

Dispatch outbound business texts to any E.164 formatted number directly from a chat conversation.

### 02 — Managing Team Directory Info

List all team contacts and pull detailed profile information for anyone in your organization's directory.

### 03 — Auditing Call Activity

Access comprehensive, real-time call logs showing answered calls, missed rings, or rejected attempts.

### 04 — Updating Agent Presence Status

Change your availability status and set custom markers to keep the whole team coordinated.

### 05 — Analyzing Call Metrics

Retrieve statistics that trace every call path, including failed connections or dropped calls.

# One Click on Vinkius — From Prompt to Execution

Available at [vinkius.com/mcp/dialpad](https://vinkius.com/mcp/dialpad) — connect your AI agent in three steps.

- 01** Connect the Dialpad MCP to your AI client and authorize it using your API key.
- 02** Instruct your agent on the task, such as 'Send a message' or 'What were the missed calls this morning.'
- 03** Your agent invokes the appropriate tool and returns a structured result—like a list of contacts or a call log summary—which you can then use.

The bottom line is, your AI client handles all the necessary communications actions without you having to leave your chat interface or open separate telephony dashboards.

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## Built For

This MCP is built for operational staff whose jobs rely on constant communication and accurate data logging. If your team spends time switching between CRM, phone systems, and spreadsheets just to track a single customer interaction, you need this.

### Support Agent

Sending status updates via SMS or updating their presence status so teammates know if they're available.

### Operations Manager

Auditing call metrics and checking team directories to see who needs training or which department is calling in.

### Sales Representative

Quickly looking up a prospect's contact details before sending an introductory SMS message.

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## What Changes When You Connect

- 01** Instant status updates: Use `update_presence_status` to change your availability in seconds, so teammates know exactly when to reach you.

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- 02** Centralized communication: Send messages using `dispatch_office_sms` without ever having to open a separate messaging app.
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- 03** Deep contact visibility: The MCP lets you list team contacts via `list_team_contacts` and pull full details with `get_person_details`.
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- 04** Complete call history: Review past interactions by calling `list_raw_call_logs` or getting summary data from `list_call_statistics`.
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- 05** Operational insights: Managers can check which departments exist using `list_ivr_departments`, giving immediate visibility into the phone system structure.
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## Real-World Applications

### Investigating a Customer's Call History

A support manager needs to know why a customer called yesterday. They ask their agent, which uses `'list_raw_call_logs'` to pull all records. The agent reports three missed calls and the final outcome, allowing immediate follow-up without manual searching.

### Contact Verification for Outbound Sales

A sales rep needs to confirm a new lead's phone number. They use `'list_team_contacts'` to verify the correct E.164 format and then use `'dispatch_office_sms'` to send a follow-up message instantly.

### Updating Team Availability for Lunch

An employee realizes they have a meeting running late. They ask their AI agent to update their status. The agent uses `'update_presence_status'`, and the team immediately sees 'Busy' across all dashboards, preventing unnecessary calls.

### Auditing IVR System Changes

An operations admin suspects an internal department was misrouted. They ask their agent to list all active departments using `'list_ivr_departments'`, quickly pinpointing the incorrect routing path for immediate fixing.

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# Patterns to Avoid

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## Relying on manual dashboard exports

### X AVOID

Exporting call logs from the web portal, opening a spreadsheet, and manually searching through dates to find specific missed calls.

### ✓ INSTEAD

Instead, have your agent directly execute ``list_raw_call_logs`` or use ``list_call_statistics``. This pulls structured data right into your chat for instant analysis.

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## Using generic 'messaging' tools

### X AVOID

Sending an SMS message through a general-purpose messaging API that doesn't track delivery status or link to the user's official profile.

### ✓ INSTEAD

Use ``dispatch_office_sms`` with this MCP. It ensures the message is tied to your professional Dialpad account and provides immediate confirmation of the send attempt.

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## Assuming contact data integrity

### X AVOID

Sending an SMS using a number that hasn't been verified against the company directory, leading to bounces or wrong recipients.

### ✓ INSTEAD

Always verify contacts first. Use ``list_team_contacts`` and then use ``get_person_details`` before attempting any communication.

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## The Right Fit

Use this MCP if your core pain point is managing communications across multiple, siloed systems. Specifically, you need to perform actions—like sending an SMS or updating status—while simultaneously retrieving deep, structured data like call logs and directory entries. If your workflow requires the agent to both write *and* read from enterprise telephony records, this is what you need.

Don't use this if you only need simple file storage or basic calendar reminders; those tasks require a different type of integration. Also, don't use it if you are fine with manual copy-pasting of data—this MCP exists to eliminate that entirely by providing direct command access via tools like `list_call_statistics` and `get_person_details`.

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## Dialpad MCP for AI Agents: Solving Manual Call Log Auditing

Right now, auditing call logs means logging into the Dialpad portal. You're forced to navigate date ranges, filter by status (missed/answered), and export data. It's a tedious cycle of clicking through tabs and wrestling with CSV formats just to answer one simple question: 'What happened yesterday?'

With this MCP, your agent handles the entire process in plain conversation. You simply ask for call logs, and it executes `list_raw_call_logs`, delivering structured, filterable data directly into the chat window. The whole manual export/spreadsheet step disappears.

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## Dialpad MCP for AI Agents: Improving Team Contact Management

Before connecting this MCP, updating team contacts was a multi-step process. A manager would have to check the directory manually, find the correct person's profile, and then update their details in a separate system.

Now, your agent handles that complexity. You ask it to get details for a contact using `get_person_details`, or even to create new records with `upsert_business_contact`. It keeps all the organizational data current automatically.

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# Dialpad: 10 Tools for Telephony and Contact Operations

Use these tools to list contacts, dispatch SMS messages, track raw call logs, and update agent presence status within a single conversation flow.

#	TOOL	DESCRIPTION
01	<code>upsert_business_contact</code>	Creates or updates specific entries in the Dialpad business contact directory.
02	<code>wipe_directory_entry</code>	Permanently removes a specified entry from the Dialpad contact database.
03	<code>get_person_details</code>	Retrieves specific, granular profile information for an individual user or extension.
04	<code>list_team_contacts</code>	Gathers a complete list of contacts available within your company's main directory.
05	<code>list_raw_call_logs</code>	Provides deep, detailed logs that parse every real-time telephony event.
06	<code>get_agent_profile</code>	Retrieves the structured rules and profile details for a specific agent's identity.
07	<code>list_call_statistics</code>	Fetches summarized data about calls, tracking all paths including rejected attempts.
08	<code>list_ivr_departments</code>	Identifies and lists every active department grouping used in your Interactive Voice Response (IVR) system.
09	<code>dispatch_office_sms</code>	Sends a scalable outbound business text message payload to a specified phone number.
10	<code>update_presence_status</code>	Changes the global availability status of an agent's desktop presence.

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# See It in Action

Real prompts you can use once this MCP is connected to your AI agent through Vinkius Cloud.

**U** I need to send a quick SMS update to Sarah about our meeting reschedule.



## SMS Sent Successfully

- **To:** +1 (555) 987-6321 (Sarah Chen)
- **Message:** Hey, just confirming we've moved the review call to Tuesday at 2 PM. See you then!
- **Status:** Queued for immediate delivery.

Do you want me to track this message status?

**U** What were our calls yesterday morning? Show missed and answered.



## Call Log Summary (Yesterday)

Status	Count
:---	:---
Answered	12
Missed	3
Rejected	0

Missed calls were from +1-888-1234 and +1-555-9000. Should I pull the contact details for those numbers?

**U** Change my status to 'On Break' until 3 PM.



## Presence Updated

Your Dialpad status is now set to **On Break**. This will appear across all team dashboards. I've also set it to automatically clear at 3:00 PM today.

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# Frequently Asked Questions

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## 01 How can I use the Dialpad MCP to check my team's contact directory?

You tell your agent to list all contacts. It pulls a complete, verifiable list from your company directory, letting you see who is available and what their current details are.

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## 02 Can the Dialpad MCP update my status for my team?

Yes, it updates your presence markers directly in the system. You can tell the agent to set your status to 'In a meeting' or 'Out of Office,' keeping everyone informed without manual clicks.

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## 03 Is this MCP better than just using my phone? For tracking calls?

This MCP gives you structured access to \*all\* call data, including internal IVR paths and detailed logs that your personal phone doesn't track. You get an audit trail for every interaction.

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## 04 What if I need to delete a contact from the system?

The MCP includes tools to manage directory entries, including functions to permanently remove or 'vaporize' specific contacts from your Dialpad records when necessary.







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# Go Live in 60 Seconds

Get your connection token from [cloud.vinkius.com](https://cloud.vinkius.com), then paste the endpoint URL into any MCP-compatible client.

YOUR MCP ENDPOINT

```
https://edge.vinkius.com/[TOKEN]/mcp
```

CLIENT	WHERE TO CONFIGURE
 <b>Claude AI</b>	Profile → Customize → Connectors → "+" → Add custom connector → Paste endpoint
 <b>Cursor</b>	Settings → Features → MCP Servers → "+ Add New MCP Server" → Type: SSE → Paste endpoint
 <b>VS Code</b>	Ctrl/Cmd+Shift+P → "MCP: Add Server" → add <code>"dialpad": { "url": "..." }</code>
 <b>Windsurf</b>	MCP Settings → <code>mcp_settings.json</code> → Add endpoint URL
 <b>ChatGPT</b>	Settings → Tools & plugins → Add MCP server → Paste endpoint
 <b>Gemini</b>	Extensions → Add MCP Server → Paste endpoint URL

## ASK AN AI ABOUT THIS

Let your preferred AI explain this MCP server

-  **Ask ChatGPT** 
-  **Ask Claude** 
-  **Ask Perplexity** 
-  **Ask Gemini** 
-  **Ask Grok** 

READY TO CONNECT

# Dialpad is live on Vinkius Cloud.

Get your connection token, paste it into your AI agent, and start building. No SDK. No deployment. Just results.

[Start at cloud.vinkius.com](https://cloud.vinkius.com) →

[vinkius.com](https://vinkius.com) · [support@vinkius.com](mailto:support@vinkius.com)

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